1. Page (i), in the Arrangement of Clauses, in clause 5,-
   for “Head of Department”
   read “Head of the Department”

2. Page (i), in the Arrangement of Clauses, in clause 7,-
   for “municipalities”
   read “municipality” ✓

3. Page (i), in the Arrangement of Clauses, in clause 10,-
   for “to the designated”
   read “to designated” ✓

4. Page (i), in the Arrangement of Clauses, for the heading below
   CHAPTER VI,-
   for “APPEAL THE DESIGNATED AUTHORITY”
   read “APPEAL TO THE DESIGNATED AUTHORITY”

5. Page 2, line 22,-
   for “section 13”
   read “section 15”

6. Page 2, line 37,-
   for “Redressal Officer”
   read “Redress Officer”

P.T.O.
7. Page 3, line 16,-
   
   for “supply goods or render”
   
   read “supplies goods or renders”

8. Page 3, line 39,-
   
   for “such services are supplied”
   
   read “such goods are supplied”

9. Page 4, line 5,-
   
   for “services mentioned”
   
   read “services as designated officer mentioned”

10. Page 4, in the marginal heading against clause 5,-
    
    for “Head of the Department for updating and verifying the Citizens Charter”
    
    read “Head of Department for updating and verifying Citizens Charter”

11. Page 4, line 42,-
    
    for “system. It shall”
    
    read “system and”

12. Page 5, in the marginal heading against clause 7,-
    
    for “municipalities”
    
    read “municipality”

13. Page 5, line 10,-
    
    for “defined”
    
    read “referred to”

   P.T.O.
14. Page 5, line 18,-
   for “have been”
   read “has been”

15. Page 5, line 26,-
   for “authority,”
   read “authorities,”

16. Page 6, in the marginal heading against clause 10,-
   for “to the”
   read “to”

17. Page 7, line 14,-
   for “deemed to by”
   read “deemed to be by”

18. Page 7, line 22,-
   for “compansation”
   read “compensation”

19. Page 7, line 29,-
   for “of the the public”
   read “of the public”

20. Page 8, line 12,-
   for “Scheduled Castes”
   read “the Scheduled Castes”

21. Page 10, in the marginal heading against clause 21,-
   for “Power”
   read “Powers”

P.T.O.
22. Page 10, in the marginal citation against clause 23,-
for “1861”
read “1860”

23. Page 10 line 39,-
for “his duties”
read “their duties”

24. Page 11, line 22,-
for “Redressal Officer”
read “Redress Officer”

25. Page 11, in the marginal heading against clause 27,-
for “Redressal”
read “Redress”

26. Page 12, line 19,-
for “Redress Commissioner”
read “Redressal Commission”

27. Page 12, line 22,-
omit “, in the rank”

28. Page 14, line 9,-
for “application”
read “appeal”

29. Page 14, line 22,-
for “Redressal Officer”
read “Redress Officer”

P.T.O.
30. Page 14, in the marginal heading against clause 40,-

    for “Redressal”

    read “Redress”

31. Page 15, line 43,-

    for “Redressal Officer”

    read “Redress Officer”

32. Page 16, line 11,-

    for “Commission may”

    read “Commission, which contains the findings relating to corruption under the Prevention of Corruption Act, 1988, may”

33. Page 16, line 14,-

    for “Commission may”

    read “Commission, which contains the findings relating to corruption under the Prevention of Corruption Act, 1988, may”

34. Page 16, line 20,-

    for “Redressal Officer”

    read “Redress Officer”

35. Page 16, in the marginal heading against clause 50,-

    for “act”

    read “acts”

36. Page 17, line 7,-

    for “matter”

    read “matters”

P.T.O.
37. Page 17, line 39,-
   for “in which appeal”
   read “in which an appeal”

38. Page 19, para (2), sub-para (b), line 1,-
   for “require”
   read “requires”

39. Page 19, para (2), sub-para (c), line 1,-
   for “provide”
   read “provides”

40. Page 19, para (2), sub-para (d), line 1,-
   for “require”
   read “requires”

41. Page 19, para (2), sub-para (e), line 1,-
   for “require”
   read “requires”

42. Page 19, para (2), sub-para (f), line 1,-
   for “require”
   read “requires”

43. Page 19, para (2), sub-para (g), line 2 from the bottom,-
   for “disposed”
   read “dispose”

44. Page 20, sub-para (h), line 1,-
   for “provide”
   read “provides”

P.T.O.
45. Page 20, sub-para (j), line 1,-
   for “confer”
   read “confers”

46. Page 21, line 21,-
   for “services”
   read “goods”

47. Page 21, line 27,-
   for “services”
   read “services, as designated officer”

48. Page 22, line 3,-
   for “Redress”
   read “Redressal”

49. Page 22, line 29,-
   for “facsimile”
   read “fascimile”

50. Page 22, line 30,-
   for “have been”
   read “has been”

51. Page 22, line 33,-
   for “facsimile”
   read “fascimile”

52. Page 22, line 40,-
   for “have been”
   read “has been”

P.T.O.
53. Page 23 line 31,-
   for “to designated”
   read “to the Designated”

54. Page 26, line 16,-
   for “disposed off”
   read “disposed of”

55. Page 26, line 17,-
   for “disposed off”
   read “disposed of”

56. Page 26, line 22,-
   for “his duties”
   read “their duties”

57. Page 26, line 35,-
   for “disposed off”
   read “disposed of”

58. Page 30, line 22,-
   for “The clause provides the”
   read “This clause provides for”

59. Page 30, line 23,-
   for “of Central”
   read “of the Central”

60. Page 31, line 5 from the bottom,-
   for “for appear to”
   read “appear to it to”

P.T.O.
61. Page 32, line 4,-  
   for "modernize"  
   read "modernise"

62. Page 32, line 9,-  
   for "provide"  
   read "provides"

63. Page 33, line 2,-  
   for "Claude 51"  
   read "Clause 52"

64. Page 33, line 10,-  
   for "Head of Department of public"  
   read "designated"

65. Page 33, line 11,-  
   for "sub-clause (3)"  
   read "sub-clause (4)"

66. Page 33, line 12,-  
   for "clause 15"  
   read "clause 14"

67. Page 33, line 13,-  
   for "critaria"  
   read "criteria"

68. Page 33, line 15,-  
   omit "(j) the salary and allowances payable to, and the"

69. Page 33, omit lines 16 and 17,-
70. Page 33, line 18,-
   for “the procedure”
   read “(j) the procedure”

71. Page 33, line 18,-
   for “incapicity”
   read “incapacity”

72. Page 33, line 20,-
   for “(l)”
   read “(k)”

73. Page 33, line 22,-
   for “(m)”
   read “(l)”

74. Page 33, line 23,-
   for “(n)”
   read “(m)”

75. Page 33, line 24,-
   for “(o) additional critaria”
   read “(n) additional criteria”

76. Page 33, line 26,-
   omit “(p) the salary and allowances payable to, and the terms
   and conditions”

77. Page 33, omit lines 27 and 28,-

78. Page 33, line 29,-
   for “investigation of”
   read “(o) the procedure of investigation of”

P.T.O.
79. Page 33, line 29,-
   for “incapacity”
   read “incapacity”

80. Page 33, line 31,-
   for “(r)”
   read “(p)”

81. Page 33, lines 32 and 33,-
   for “(s) the time with in”
   read “(q) the time within”

82. Page 33, line 35,-
   for “(t)”
   read “(r)”

83. Page 33, line 37,-
   for “clause 52”
   read “clause 53”

NEW DELHI;

December 19, 2011
Agrahayana 28, 1933 (Saka)